

Department of  
Veterans Affairs

# Memorandum

Date: May 8, 2013  
From: Secretary of Veterans Affairs (00)  
Subj: FY 2013 First Quarter Report on High-Dollar Overpayments (VAIQ #7343611)  
To: Inspector General (50)

1. Executive Order 13520, "Reducing Improper Payments," dated November 20, 2009, requires the head of each agency to submit a quarterly report to the Agency's Inspector General (IG) and the Council of Inspectors General on Integrity and Efficiency on any high-dollar overpayments identified and to make this report available to the public.
2. In accordance with the Office of Management and Budget (OMB) Circular A-123, Appendix C, Part III, the Veterans Health Administration (VHA), Veterans Benefits Administration (VBA), and National Cemetery Administration (NCA) examined their programs for the issuance of high-dollar overpayment transactions that meet OMB's definition of improper payments. Attached is VA's consolidated report on identified high-dollar overpayments for the first quarter FY 2013.
3. The attached report lists, by program, whether the payments were made to an entity or individual; the recipient's location; the root cause of the overpayments, categorized according to OMB's three error types (documentation and administrative errors, authentication and medical necessity errors, and verification errors); any actions VA has taken or plans to take to recover overpayments, and any actions to help prevent improper payments from occurring in the future.
4. A total of 334 high-dollar overpayments were identified in 16 programs (11 within VHA, 4 within VBA, and 1 within NCA). Following is a summary of the programs in which high-dollar overpayments were identified in the quarter.
  - **Non-VA Care Fee:** 30 high-dollar overpayments were identified (\$2 million out of \$770 million in total payments), all due to documentation and administrative errors.
  - **Non-VA Care CHAMPVA:** 15 high-dollar overpayments were identified (\$2 million out of \$232 million in total payments); 8 were due to documentation and administrative errors, and 7 were due to verification errors.
  - **State Home Per Diem Grant Program:** Two high-dollar overpayments were identified (\$559,594 out of \$217 million in total payments); both were due to documentation and administrative errors.
  - **VHA - Supplies and Materials:** Three high-dollar overpayments were identified (\$345,697 out of \$561 million in total payments); all three were due to documentation and administrative errors.

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- **Homeless Per Diem Grant Program:** Four high-dollar overpayments were identified (\$164,314 out of \$43.5 million in total payments); all were due to documentation and administrative errors.
- **Beneficiary Travel:** Four high-dollar overpayments were identified (\$194,426 out of \$196 million in total payments); three were due to documentation and administrative errors, and one was due to a verification error.
- **VHA - Communications, Utilities, and Other Rent:** Nine high-dollar overpayments were identified (\$648,543 out of \$337 million in total payments); all were due to documentation and administrative errors.
- **Foreign Medical Program:** 20 high-dollar overpayments were identified (\$1.9 million out of \$342 million in total payments); all were due to documentation and administrative errors.
- **VHA - Other Services:** Nine high-dollar overpayments were identified (\$464,768 out of \$685 million in total payments); all were due to documentation and administrative errors.
- **Spina Bifida Health Care:** Two high-dollar overpayments were identified (\$133,011 out of \$7 million in total payments); both were due to documentation and administrative errors.
- **VHA - Personnel Services Costs:** Four high-dollar overpayments were identified (\$37,095 out of \$12 million in total payments); all were due to verification errors.
- **Compensation (including Dependency and Indemnity Compensation):** From a population of 10,932 overpayments, a random sample of 385 was reviewed to determine if any were high-dollar. Of the sampling results, 64 met the criteria (\$5 million projected out of \$14 billion in total payments). Only the sampling results are included in this report. Of the 64 improper payments found, 2 were due to administrative and documentation errors, 61 were due to verification errors, and 1 was due to an authentication and medical necessity error.
- **Pension:** From a population of 8,222 overpayments, a random sample of 385 was reviewed to determine if any were high-dollar. Of the sampling results, 145 met the criteria (\$56 million projected out of \$1.2 billion in total payments). Only the sampling results are included in this report. Of the 145 improper payments found, 1 was due to an administrative and documentation error, 23 were due to verification errors, 120 were due to authentication and medical necessity errors, and 1 was due to an unknown cause.

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- **Education:** From a population of 22,466 overpayments, a random sample of 251 was reviewed to determine if any were high-dollar. Of the sampling results, 19 met the criteria (\$5.7 million projected out of \$3.4 billion in total payments). Only the sampling results are included in this report. Of the 19 improper payments found, 6 were due to administrative and documentation errors and 13 were due to verification errors.
- **Vocational Rehabilitation and Employment (VR&E):** Three high-dollar overpayments were identified (\$22,648 out of \$231 million in total payments); one was due to an administrative and documentation error, and two were due to verification errors.
- **Burial Services:** One overpayment in the amount of \$31,928 was identified and was due to an administrative and documentation error.

5. If you have any questions, please have a member of your staff contact Mr. Edward Murray, Deputy Assistant Secretary for Finance, at (202) 461-6180.



Eric K. Shinseki

Attachment

## Executive Order 13520 – Reducing Improper Payments FY 2013 First Quarter High-Dollar Overpayments Report

The President signed Executive Order 13520, "Reducing Improper Payments" on November 20, 2009. On March 22, 2010, the Office of Management and Budget (OMB) issued government-wide guidance on the implementation of the Executive Order. The guidance is under Part III, Appendix C of OMB Circular A-123. This guidance requires agencies with programs susceptible to significant improper payments to submit to the agency's Inspector General and the Council of Inspectors General on Integrity and Efficiency, and make available to the public, a quarterly report on any high-dollar overpayments identified by the agency.

In accordance with OMB Circular A-123, Appendix C, Part III, the Department of Veterans Affairs (VA) has reviewed applicable programs to identify the issuance of any high-dollar overpayments in the first quarter of fiscal year 2013. The OMB guidelines define a high-dollar improper payment as any payment in excess of 50 percent of the correct amount of the intended payment under the following circumstances:

1. Where the total payment to an individual exceeds \$5,000 as a single payment or in cumulative payments for the quarter; or
2. Where a payment to an entity exceeds \$25,000 as a single payment or in cumulative payments for the quarter.

The OMB guidelines require that agencies submit, on a quarterly basis, a report to:

1. List all high-dollar overpayments identified by the agency during the quarter;
2. Describe whether each high-dollar overpayment was made to an entity or individual, and the city or county, and state where that entity or individual was located;
3. List the program responsible for each high-dollar overpayment error;
4. Describe any actions the agency has taken or plans to take to recover high-dollar overpayments; and
5. Describe any actions the agency will take to prevent overpayments from occurring in the future.

In addition to OMB's guidelines, our report includes two additional categories: the root cause of the overpayment as categorized by OMB's three error types and the status of the overpayment. The root cause information of each of the high-dollar overpayments is being reported according to OMB's three error types. The error types are:

1. Administrative and Documentation errors which are caused by the absence of supporting documentation to validate the payment, or inputting, classifying, or processing errors made by another other than the recipient of the payment (i.e. the payee or a third-party).
2. Authentication and Medical Necessity Errors which are caused by the payee's inability to authenticate eligibility criteria through third-party databases or other resources because nothing else exists, or the beneficiary was provided a service that was not medically necessary given the patient's condition.
3. Verification error which are caused by the payee's failure to verify recipient information (i.e. earnings, income, assets, or work status) even though third-party databases or other resources do exist, the payee's inability to verify recipient information (i.e. earnings, income, assets, or work status) because there are legal or other restrictions that deny access to verify against third-party databases or other resources that do exist, or beneficiaries fail to report correct information to the payee.

## Veterans Health Administration

### 1. Beneficiary Travel

VHA identified four high-dollar Beneficiary Travel overpayments made during the first quarter of FY 2013. These overpayments consisted of both singular and cumulative overpayments. Three were from administrative and documentation errors and one was caused by a verification error.

- 1 overpayment (25%) totaling \$114,035 is an administrative and documentation error caused by paying incorrect invoices.
- 1 overpayment (25%) totaling \$38,730 is an administrative and documentation error where the incorrect vendor was paid.
- 1 overpayment (25%) totaling \$33,500 is an administrative and documentation error where a duplicate payment was issued.
- 1 overpayment (25%) totaling \$8,161 is a verification error due to travel fraud committed by the beneficiary.

Total Beneficiary Travel Payments made this quarter: \$196,218,787

Total High-Dollar Overpayments identified this quarter: \$194,426

Percentage of Overpayments: 0.1

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$114,035.39	Entity	Largo	FL	Incorrect invoice	Administrative and documentation error	Bill of Collection	Collection in Full	See Note Below Table
\$38,730.00	Entity	Portsmouth	OH	Incorrect vendor	Administrative and documentation error	Bill of Collection	Collection in Progress	
\$33,500.05	Entity	Halethorpe	MD	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full	
\$8,160.61	Individual	Prichard	AL	Travel fraud	Verification error	Bill of Collection	Collection in Full	

**Note:** To prevent future occurrence of overpayments in this program, VHA will provide additional training to staff.

### 2. VHA - Communications, Utilities, and Other Rent

VHA identified nine high-dollar Communications, Utilities, and Other Rent overpayments made during the first quarter of FY 2013. These overpayments consisted of both singular and cumulative overpayments, all of which were from Administrative and documentation errors.

- 3 overpayments (34%) totaling \$241,668 are administrative and documentation errors where the incorrect vendor was paid.
- 2 overpayments (22%) totaling \$153,018 are administrative and documentation errors caused by data entry errors.
- 1 overpayment (11%) totaling \$106,425 is an administrative and documentation error caused by vendor billing error.
- 2 overpayments (22%) totaling \$100,463 are administrative and documentation errors caused by issuing duplicate payments.
- 1 overpayment (11%) totaling \$46,969 is an administrative and documentation error caused by incorrect payment methodologies.

Total Communications, Utilities, and Other Payments made this quarter: \$337,661,221

Total High-Dollar Overpayments identified this quarter: \$648,543

Percentage of Overpayments: 0.19

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$170,000.00	Entity	Washington	DC	Incorrect vendor	Administrative and documentation error	Bill of Collection	Collection in Full	See Note Below Table
\$117,018.34	Entity	Minneapolis	MN	Data entry error	Administrative and documentation error	Bill of Collection	Collection in Full	
\$106,425.00	Entity	Oak Lawn	IL	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Progress	
\$72,000.00	Entity	St. Johnsbury	VT	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full	
\$53,126.05	Entity	Calabasas	CA	Incorrect vendor	Administrative and documentation error	Bill of Collection	Collection in Full	
\$46,968.93	Entity	Houston	TX	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full	
\$36,000.00	Entity	Pukalani	HI	Data entry error	Administrative and documentation error	Bill of Collection	Collection in Full	
\$28,463.11	Entity	Vienna	VA	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full	
\$18,541.92	Entity	Olean	NY	Incorrect vendor	Administrative and documentation error	Bill of Collection	Collection in Progress	

**Note:** To prevent future occurrence of overpayments in this program, VHA will provide additional training to staff.

**3. Foreign Medical Program**

VHA identified 20 high-dollar Foreign Medical Program overpayments made during the first quarter of FY 2013. These overpayments consisted of both singular and cumulative overpayments, all of which were from administrative and documentation errors.

- 4 overpayments (20%) totaling \$1,183,627 are administrative and documentation errors caused by vendor billing errors.
- 11 overpayments (55%) totaling \$434,198 are administrative and documentation errors caused by incorrect payment methodologies.
- 2 overpayments (10%) totaling \$167,228 are an administrative and documentation errors caused by issuing duplicate payments.
- 3 overpayments (15%) totaling \$143,331 are administrative and documentation errors where the incorrect vendor was paid.

Total Foreign Medical Program Payments made this quarter: \$341,917,253  
Total High-Dollar Overpayments identified in this quarter: \$1,928,384  
Percentage of Overpayments: 0.564

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$983,775.42	Entity	Concord	NH	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Full	See Note Below Table
\$157,988.06	Entity	Hollywood	FL	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full	
\$95,513.52	Entity	Bangor	ME	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress	
\$82,710.27	Entity	Amarillo	TX	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Progress	
\$68,261.40	Entity	Corvallis	OR	Incorrect vendor	Administrative and documentation error	Bill of Collection	Collection in Progress	
\$63,513.23	Entity	Brunswick	GA	Incorrect vendor	Administrative and documentation error	Bill of Collection	Collection in Full	
\$59,249.00	Entity	Murrieta	CA	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Full	
\$57,892.33	Entity	Greenville	NC	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Full	
\$54,789.54	Entity	Maywood	IL	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full	
\$47,703.47	Entity	Fresno	CA	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full	
\$37,860.00	Entity	Ocala	FL	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress	
\$36,592.47	Entity	Aberdeen	SD	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full	
\$36,085.95	Entity	Sioux Falls	SD	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress	
\$35,704.03	Entity	Portland	ME	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress	
\$28,743.18	Entity	Hammond	LA	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full	
\$28,225.29	Entity	Slidell	LA	Incorrect payment methodology	Documentation and Administrative Error	Bill of Collection	Collection in Full	
\$26,187.62	Entity	Iowa City	IA	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full	
\$11,556.02	Individual	Memphis	TN	Incorrect vendor	Administrative and documentation error	Bill of Collection	Collection in Progress	

\$9,240.00	Individual	Indianapolis	IN	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full
\$6,793.04	Individual	Minneapolis	MN	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full

**Note:** To prevent future occurrence of overpayments in this program, VHA will provide additional training to staff.

**4. Grants - Homeless Per Diem Grants**

VHA identified four high-dollar Homeless Per Diem Grants overpayments made during the first quarter of FY 2013. These overpayments consisted of both singular and cumulative overpayments, all of which were from administrative and documentation errors.

- 3 overpayments (75%) totaling \$125,397 are administrative and documentation errors caused by issuing duplicate payments.
- 1 overpayment (25%) totaling \$38,916 is an administrative and documentation error where the incorrect vendor was paid.

Total Grants - Homeless Per Diem Grants Payments made this quarter: \$43,536,825  
 Total High-Dollar Overpayments identified in this quarter: \$164,314  
 Percentage of Overpayments: 0.377

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$56,832.90	Entity	Phoenix	AZ	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full	See Note Below Table
\$40,517.33	Entity	Haverhill	MA	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full	
\$38,916.40	Entity	Atlanta	GA	Incorrect vendor	Administrative and documentation error	Bill of Collection	Collection in Progress	
\$28,047.00	Entity	Worcester	MA	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full	

**Note:** To prevent future occurrence of overpayments in this program, VHA will provide additional training to staff.

**5. Grants - State Home Per Diem Grants**

VHA identified two high-dollar State Home Per Diem Grants overpayments made during the first quarter of FY 2013. These overpayments consisted of singular payments, both of which were from Administrative and documentation errors.

- 2 overpayments (100%) totaling \$559,594 are administrative and documentation errors caused by using incorrect payment methodologies.

Total Grants - State Home Per Diem Grants Payments made this quarter: \$217,400,711  
 Total High-Dollar Overpayments identified in this quarter: \$559,594  
 Percentage of Overpayments: 0.257



Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$303,847.46	Entity	Norfolk	NE	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full	See Note Below Table
\$255,746.55	Entity	Hilo	HI	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full	

**Note:** To prevent future occurrence of overpayments in this program, VHA will provide additional training to staff.

**6. Non-VA Care CHAMPVA**

VHA identified 15 high-dollar CHAMPVA overpayments made during the first quarter of FY 2013. These overpayments consisted of both singular and cumulative overpayments, eight of which were from administrative and documentation errors. The remaining seven were from verification errors.

- 7 overpayments (47%) totaling \$1,712,939 are verification error caused by ineligible beneficiaries.
- 5 overpayments (33%) totaling \$315,021 are administrative and documentation errors caused by vendor billing errors.
- 1 overpayment (7%) totaling \$90,724 is an administrative and documentation error caused by data entry error.
- 2 overpayments (13%) totaling \$79,302 are administrative and documentation errors caused by incorrect payment methodologies.

Total Non-VA Care CHAMPVA Payments made this quarter: \$232,017,653  
Total High-Dollar Overpayments identified in this quarter: \$2,197,986  
Percentage of Overpayments: 0.947

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$495,410.52	Entity	Riverside	CA	Ineligible beneficiary	Verification error	Bill of Collection	Collection in Progress	See Note Below Table
\$481,834.86	Entity	Loma Linda	CA	Ineligible beneficiary	Verification error	Bill of Collection	Collection in Progress	
\$334,212.48	Entity	Riverside	CA	Ineligible beneficiary	Verification error	Bill of Collection	Collection in Progress	
\$229,864.32	Entity	Loma Linda	CA	Ineligible beneficiary	Verification error	Bill of Collection	Collection in Progress	
\$90,724.00	Entity	Louisville	KY	Data entry error	Administrative and documentation error	Bill of Collection	Collection in Progress	
\$76,907.90	Entity	Chicago	IL	Ineligible beneficiary	Verification error	Bill of Collection	Collection in Progress	
\$76,560.70	Entity	Chicago	IL	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Progress	
\$75,200.52	Entity	San Antonio	TX	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Full	

\$71,864.19	Entity	Denver	CO	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Progress
\$64,953.60	Entity	Pittsburgh	PA	Ineligible beneficiary	Verification error	Bill of Collection	Collection in Progress
\$62,686.60	Entity	Chicago	IL	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Progress
\$50,192.11	Entity	Manila	PI	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress
\$29,755.12	Entity	Charlotte	NC	Ineligible beneficiary	Verification error	Bill of Collection	Collection in Progress
\$29,109.45	Entity	Dallas	TX	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress
\$28,709.45	Entity	Atlanta	GA	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Progress

**Note:** To prevent future occurrence of overpayments in this program, VHA will provide additional training to staff.

**7. Non-VA Care Fee**

VHA identified 30 Non-VA Care Fee, high-dollar overpayments made during the first quarter of FY 2013. These overpayments consisted of both singular and cumulative payments and all caused by administrative and documentation errors.

- 13 overpayments (43%) totaling \$1,272,383 are administrative and documentation errors caused by incorrect payment methodologies.
- 13 overpayments (43%) totaling \$747,587 are administrative and documentation errors caused by issuing duplicate payments.
- 2 overpayments (7%) totaling \$64,338 are administrative and documentation errors caused by Medicare re-pricing not being used.
- 1 overpayment (3%) totaling \$26,401 is an administrative and documentation error caused by data entry error.
- 1 overpayment (3%) totaling \$21,437 is an administrative and documentation error caused by vendor billing error.

Total Non-VA Care Fee Payments made this quarter: \$770,139,354

Total High-Dollar Overpayments identified in this quarter: \$2,132,146

Percentage of Overpayments: 0.277

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$649,842.14	Entity	Chandler	AZ	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress	See Note Below Table
\$229,219.64	Entity	Phoenix	AZ	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Progress	
\$210,832.40	Entity	Phoenix	AZ	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress	
\$106,062.72	Entity	Atlanta	GA	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full	
\$104,361.42	Entity	Memphis	TN	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress	

\$81,800.05	Entity	Show Low	AZ	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Progress
\$81,034.00	Entity	Atlanta	GA	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full
\$61,450.10	Entity	Duluth	MN	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress
\$49,489.28	Entity	Gilbert	AZ	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Progress
\$42,641.63	Entity	Albany	NY	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress
\$39,805.93	Entity	Louisville	KY	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full
\$38,113.95	Entity	Boston	MA	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full
\$37,202.50	Entity	Atlanta	GA	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full
\$36,917.00	Entity	MLB	FL	Medicare re-pricing not used	Administrative and documentation error	Bill of Collection	Collection in Progress
\$36,418.00	Entity	Clarksburg	WV	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full
\$34,125.00	Entity	Detroit	MI	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full
\$30,060.90	Entity	Philadelphia	PA	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full
\$28,874.50	Entity	Woodbury	NJ	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full
\$27,421.00	Entity	Daytona Beach	FL	Medicare re-pricing not used	Administrative and documentation error	Bill of Collection	Collection in Progress
\$26,401.20	Entity	Fargo	ND	Data entry error	Administrative and documentation error	Bill of Collection	Collection in Full
\$23,130.63	Entity	Milford	NH	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full
\$22,193.52	Individual	Tacoma	WA	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full
\$21,717.06	Entity	Albany	NY	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress
\$21,436.80	Entity	Chico	CA	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Progress
\$19,315.67	Entity	Plattsburgh	NY	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress

\$19,234.71	Entity	Miami	FL	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full
\$18,394.74	Entity	Rochester	NY	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress
\$15,057.33	Entity	Louisville	KY	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Progress
\$14,481.90	Individual	Indianapolis	IN	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full
\$5,110.00	Individual	Shreveport	LA	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full

**Note:** VHA will provide education and training to clerks on payment methodologies to ensure proper claim processing and on Snap Web to help identify potential duplicate payments.

**8. Other Services**

VHA identified nine Other Services high-dollar overpayments made during the first quarter of FY 2013. These overpayments consisted of both single and cumulative payments and all were caused by administrative and documentation errors.

- 4 overpayments (44%) totaling \$251,467 are administrative and documentation errors caused by vendor billing errors.
- 4 overpayments (44%) totaling \$187,493 are administrative and documentation errors caused by incorrect payment methodologies.
- 1 overpayment (11%) totaling \$25,808 is an administrative and documentation error where a duplicate payment was issued.

Total Other Services Payments made this quarter: \$685,353,585  
Total High-Dollar Overpayments identified in this quarter: \$464,768  
Percentage of Overpayments: 0.068

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$115,347.39	Entity	Shalotte	NC	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress	See Note Below Table
\$102,826.27	Entity	Tallahassee	FL	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Progress	
\$86,562.19	Entity	Perry Point	MD	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Full	
\$44,000.00	Entity	Medford	OR	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full	
\$32,662.52	Entity	Perry Point	MD	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Full	
\$29,416.00	Entity	Syracuse	NY	Vendor billing error	Administrative and documentation error	Bill of Collection	Collection in Full	
\$25,807.54	Entity	Augusta	GA	Duplicate payment	Administrative and documentation error	Bill of Collection	Collection in Full	

\$18,005.47	Individual	Louisville	KY	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress
\$10,140.40	Individual	Cicero	NY	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress

**Note:** To prevent future occurrence of overpayments in this program, VHA will provide additional training to staff.

**9. Personnel Services Costs**

VHA identified four Personnel Services Costs high-dollar overpayments made during the first quarter of FY 2013. These overpayments consisted of both single and cumulative payments and were all caused by verification errors.

- 2 overpayments (50%) totaling \$21,763 are verification errors caused by employees not fulfilling a PCS agreement.
- 2 overpayments (50%) totaling \$15,332 are verification errors caused by employees not submitting the required RITA claim.

Total Personnel Services Costs Payments made this quarter: \$12,330,996  
Total High-Dollar Overpayments identified in this quarter: \$37,095  
Percentage of Overpayments: 0.301

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$13,461.56	Individual	Woodbury	MN	Employee did not fulfill agreement	Verification error	Bill of Collection	Collection in Full	See Note Below Table
\$9,384.16	Individual	Las Vegas	NV	Employee did not submit RITA claim	Verification error	Bill of Collection	Collection in Progress	
\$8,301.15	Individual	Belleville	IL	Employee did not fulfill agreement	Verification error	Bill of Collection	Collection in Full	
\$5,948.33	Individual	Quincy	MA	Employee did not submit RITA claim	Verification error	Bill of Collection	Collection in Progress	

**Note:** To prevent future occurrence of overpayments in this program, VHA will provide additional training to staff.

**10. Spina Bifida Health Care**

VHA identified two Spina Bifida Health Care high-dollar overpayments made during the first quarter of FY 2013. These overpayments consisted of both single and cumulative payments and all were caused by administrative and documentation errors.

- 2 overpayments (100%) totaling \$133,011 are administrative and documentation errors caused by using incorrect payment methodologies.

Total Spina Bifida Health Care Payments made this quarter: \$7,075,606  
Total High-Dollar Overpayments identified in this quarter: \$133,011  
Percentage of Overpayments: 1.88

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$106,062.73	Entity	St Petersburg	FL	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Full	See Note Below Table
\$26,948.16	Entity	El Paso	TX	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress	

**Note:** To prevent future occurrence of overpayments in this program, VHA will provide additional training to staff.

### 11. Supplies and Materials

VHA identified three Supplies and Materials high-dollar overpayments made during the first quarter of FY 2013. These overpayments consisted of both single and cumulative payments and all were caused by administrative and documentation errors.

- 1 overpayment (33%) totaling \$247,324 is an administrative and documentation error caused by incorrect payment methodologies.
- 2 overpayments (66%) totaling \$98,373 are administrative and documentation errors where the wrong vendor was paid.

Total Supplies and Materials Payments made this quarter: \$561,696,790  
Total High-Dollar Overpayments identified in this quarter: \$345,697  
Percentage of Overpayments: 0.062

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$247,324.16	Entity	Sioux Falls	SD	Incorrect payment methodology	Administrative and documentation error	Bill of Collection	Collection in Progress	See Note Below Table
\$51,696.15	Entity	Antioch	TN	Incorrect vendor	Administrative and documentation error	Bill of Collection	Collection in Full	
\$46,676.72	Entity	Twinsburg	OH	Incorrect vendor	Administrative and documentation error	Bill of Collection	Collection in Full	

**Note:** To prevent future occurrence of overpayments in this program, VHA will provide additional training to staff.

### Veterans Benefits Administration

### 12. Compensation Program

VBA uses analytical procedures to improve the statistical validity of the high-dollar overpayment review. This procedure requires a review of stratified random sample of the total number of overpayments. There were 10,932 overpayments identified in the first quarter of FY 2013.

A random sample of 385 overpayments was reviewed. The review revealed that 64 (17%) were compensation high-dollar overpayments, and 321 (83%) were compensation payments that did not meet the high-dollar overpayment criteria. Based on these results, VBA projected that 1,858 overpayments originally identified were high-dollar compensation overpayments, and an estimated 9,074 were payments that did not meet the high-dollar overpayment criteria. These results are based on estimates at a 95 percent confidence level with a ± 5% interval.

The Compensation Service identified 64 high-dollar compensation overpayments; 61 are due to verification Errors, 2 are due to administrative and documentation errors, and one is due to an authentication and medical necessity error.

- 34 overpayments (53%) are verification errors caused by the delayed notification of the death of a Veteran or beneficiary. These overpayments are caused when a beneficiary dies too late in a month to stop the release of the payment for the month of death. While VA has a death match program with the Social Security Administration (SSA), the match is received once monthly from SSA, and usually after release of a benefit payment. The number of overpayments following death has been reduced as a result of VA's VETSNET "real time" processing technology.
- 13 overpayments (20%) are due to verification errors caused by the delayed notification of a Veteran returning to active duty. The Department of Defense runs a quarterly match to identify persons who are concurrently receiving both active duty pay and VA disability benefits. Once notified of active duty status, VA must provide the beneficiary a 60-day due process period before it can adjust the award.
- 7 overpayments (11%) are due to verification errors caused by notification by third parties of dependency changes. VA is not always notified timely of changes in dependency status, such as divorce or a child no longer attending school. VA can immediately adjust awards if the beneficiary provides the change in dependency status. However, when VA receives such information from a third party, VA must provide 60 days of due process before adjusting the beneficiary's award.
- 7 overpayments (11%) are due to verification errors caused by adjustments due to incarceration or fugitive felon status. Once VA receives, as a result of agreements with States, the Bureau of Prisons, and other law enforcement agencies, notification of a beneficiary's incarceration or fugitive felon status, VA must provide due process of 60 days to the beneficiary before adjusting the award.
- 1 overpayment (1.6%) is due to an authentication and medical necessity error caused by changes in countable income or a change in unreimbursed medical expenses used to reduce that income for VA purposes.
- 1 overpayment (1.6%) is due to an administrative and documentation error caused by an adjustment of military retired or separation pay. When VA receives third-party information indicating a Veteran is receiving these types of payments, it must first provide the beneficiary due process before reducing any award.
- 1 overpayment (1.6%) is due to a verification error caused by a drill pay adjustment. Current regulations prohibit the concurrent payment of drill pay for active or inactive duty training with VA benefits. The Department of Defense annually identifies for VA Veterans receiving both drill pay and compensation.

Total Compensation Payments made this quarter: \$14,051,499,967  
 Projected High-Dollar Overpayments for this quarter: \$5,121,109  
 Percentage of High-Dollar Overpayments to Compensation payments: 0.04

Amount of Overpayment	Entity or Individual	City	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$165,150.00	Individual	Baton Rouge	LA	Death of Beneficiary	Verification error	See Note 1 Below	Collection in Progress	See Note 2-6 Below
\$125,299.73	Individual	Schuyler	VA	Incarcerated Beneficiary	Verification error		Collection in Progress	
\$95,159.00	Individual	Savannah	GA	Dependency Issue	Verification error		Collection in Progress	
\$63,313.00	Individual	Youngstown	OH	Death of Beneficiary	Verification error		Collection in Progress	
\$54,456.00	Individual	Georgetown	TX	Death of Beneficiary	Verification error		Collection in Progress	
\$28,389.93	Individual	Collinsville	IL	Incarcerated Beneficiary	Verification error		Collection in Progress	
\$25,333.00	Individual	Odessa	TX	Dependency Issue	Verification error		Collection in Progress	

Amount of Overpayment	Entity or Individual	City	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$19,717.13	Individual	Savannah	TX	Incarcerated Beneficiary	Verification error		Collection in Progress	
\$19,067.90	Individual	Casper	WY	Returned to Active Duty	Verification error		Collection in Progress	
\$18,193.67	Individual	Chesapeake	VA	Incarcerated Beneficiary	Verification error		Collection in Progress	
\$16,864.00	Individual	Peoria	AZ	Dependency Issue	Verification error		Collection in Progress	
\$16,286.00	Individual	Barre	VT	Returned to Active Duty	Verification error		Collection in Progress	
\$15,453.00	Individual	El Paso	TX	Dependency Issue	Verification error		Collection in Progress	
\$15,453.00	Individual	Snelville	GA	Death of Beneficiary	Verification error		Collection in Progress	
\$15,412.00	Individual	Purgitsville	WV	Dependency Issue	Verification error		Collection in Full	
\$14,128.00	Individual	Silver Spring	MD	Death of Beneficiary	Verification error		Collection in Full	
\$14,012.00	Individual	Tucson	AZ	Death of Beneficiary	Verification error		Collection in Progress	
\$13,845.00	Individual	Houston	TX	Death of Beneficiary	Verification error		Collection in Progress	
\$13,419.00	Individual	Wichita Falls	TX	Death of Beneficiary	Verification error		Collection in Progress	
\$13,288.00	Individual	Bellevue	NE	Military Retired Pay	Administration and Documentation		Collection in Progress	
\$13,239.03	Individual	Mobile	AL	Returned to Active Duty	Verification error		Collection in Progress	
\$13,050.00	Individual	March ARB	CA	Death of Beneficiary	Verification error		Collection in Progress	
\$12,738.83	Individual	Mint Hill	NC	Incarcerated Beneficiary	Verification error		Collection in Progress	
\$12,215.00	Individual	Canberry Township	PA	Death of Beneficiary	Verification error		Collection in Progress	



Amount of Overpayment	Entity or Individual	City	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$12,215.00	Individual	Asheboro	NC	Death of Beneficiary	Verification error		Collection in Full	
\$11,950.00	Individual	Kensington	MD	Death of Beneficiary	Verification error		Collection in Progress	
\$11,928.00	Individual	Rienzi	MS	Death of Beneficiary	Verification error		Collection in Progress	
\$11,745.00	Individual	Tucson	AZ	Death of Beneficiary	Verification error		Collection in Progress	
\$11,076.00	Individual	Tacoma	WA	Death of Beneficiary	Verification error		Collection in Progress	
\$10,874.50	Individual	Forrest City	AZ	Incarcerated Beneficiary	Verification error		Collection in Progress	
\$10,670.00	Individual	Roseburg	OR	Death of Beneficiary	Verification error		Collection in Progress	
\$10,440.00	Individual	Newton	KS	Death of Beneficiary	Verification error		Collection in Full	
\$10,037.00	Individual	Brusly	LA	Dependency Issue	Verification error		Collection in Progress	
\$8,694.00	Individual	Pittsburgh	PA	Death of Beneficiary	Verification error		Collection in Progress	
\$8,307.00	Individual	Philadelphia	PA	Death of Beneficiary	Verification error		Collection in Progress	
\$8,307.00	Individual	Columbus	GA	Death of Beneficiary	Verification error		Collection in Full	
\$7,009.00	Individual	Hopkinton	IA	Death of Beneficiary	Verification error		Collection in Progress	
\$6,970.00	Individual	Poplar Bluff	MO	Incarcerated Beneficiary	Verification error		Collection in Progress	
\$6,892.00	Individual	Houston	TX	Death of Beneficiary	Verification error		Collection in Progress	
\$6,805.00	Individual	Bedford	TX	Death of Beneficiary	Verification error		Collection in Progress	
\$6,561.00	Individual	Sumter	SC	Returned to Active Duty	Verification error		Collection in Progress	
\$6,223.00	Individual	Cabot	AR	Dependency Issue	Verification error		Collection in Progress	
\$5,975.00	Individual	Houston	TX	Death of Beneficiary	Verification error		Collection in Progress	
\$5,934.50	Individual	Port Allen	LA	Returned to Active	Verification error		Collection in Full	

Amount of Overpayment	Entity or Individual	City	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
				Duty				
\$5,796.00	Individual	Craig	CO	Death of Beneficiary	Verification error		Collection in Progress	
\$5,538.00	Individual	Goshen	NY	Death of Beneficiary	Verification error		Collection in Progress	
\$5,538.00	Individual	Lincoln	NE	Death of Beneficiary	Verification error		Collection in Progress	
\$5,538.00	Individual	Pinellas Park	FL	Death of Beneficiary	Verification error		Collection in Progress	
\$5,538.00	Individual	Scotts	MI	Death of Beneficiary	Verification error		Collection in Progress	
\$5,538.00	Individual	Inverness	FL	Death of Beneficiary	Verification error		Collection in Full	
\$5,418.80	Individual	Kingman	AZ	Returned to Active Duty	Verification error		Collection in Progress	
\$5,235.00	Individual	Dayton	OH	Death of Beneficiary	Verification error		Collection in Full	
\$5,235.00	Individual	Bethel	OH	Death of Beneficiary	Verification error		Collection in Progress	
\$5,105.93	Individual	Charleston	SC	Returned to Active Duty	Verification error		Collection in Progress	
\$5,073.00	Individual	Redmond	WA	Death of Beneficiary	Verification error		Collection in Progress	
\$4,940.00	Individual	Saco	ME	Returned to Active Duty	Verification error		Collection in Progress	
\$4,764.00	Individual	Richmond	KY	Death of Beneficiary	Verification error		Collection in Progress	
\$4,676.80	Individual	Roy	UT	Drill Pay	Verification error		Collection in Progress	
\$3,861.00	Individual	Amsterdam	NY	Returned to Active Duty	Verification error		Collection in Progress	
\$3,829.00	Individual	Little Elm	TX	Returned to Active Duty	Verification error		Collection in Progress	
\$3,327.84	Individual	Hamden	OH	Income Change	Authentication and Medical Necessity		Collection in Full	

Amount of Overpayment	Entity or Individual	City	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$2,353.87	Individual	Cedarville	NJ	Returned to Active Duty	Verification error		Collection in Progress	
\$2,251.60	Individual	Carencro	LA	Returned to Active Duty	Verification error		Collection in Progress	
\$1,865.93	Individual	Orange Beach	AL	Returned to Active Duty	Verification error		Collection in Progress	

**Notes:**

- Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.
- VBA established a workgroup in March 2012 to review the Compensation program, and identify best practices for reducing high-dollar overpayments.
- VBA manages timeliness of completing action on issues involving potential overpayments by using special controls such as the workload End Product 690.
- Field personnel monitor exception reports and take corrective action when system-generated messages indicate there are potential overpayments. Claims processors are directed to initiate action within 30 days of receiving these notices.
- VBA requires field personnel to take immediate action to resolve claims involving due process once their associated controls mature. This reduces the amount of potential overpayments created through delayed processing.
- Some VA overpayments are inherent based on the requirements of 38 CFR § 3.103, Procedural Due Process and Appellate Rights, that do not allow VA to take adverse action regarding the payment of benefits without providing the beneficiary 60 days advance notice, although the beneficiary may request that VA take the adverse action immediately. This due process period extends an overpayment period by two additional months. One exception to extending due process occurs when VA is notified of a beneficiary's death

**13. Pension and Fiduciary Service**

VBA uses analytical procedures to improve the statistical validity of the high-dollar overpayment review. This procedure requires a review of a stratified random sample of the total number of overpayments. There were 8,222 pension overpayments identified in the first quarter of FY 2013.

A random sample of 385 pension overpayments was reviewed. The review revealed that 145 (38%) were pension high-dollar overpayments, and 240 (62%) were pension payments that did not meet the high-dollar overpayment criteria. Based on these results, we projected that 3,124 overpayments originally identified were high-dollar pension overpayments, and an estimated 5,098 were payments that did not meet the high-dollar overpayment criteria. These results are based on estimates at a 95 percent confidence level with a ± 5 percent interval.

Pension and Fiduciary Service identified 145 high-dollar pension overpayments; 120 are due to authentication and medical necessity errors, 23 are due to Verification Errors, one payment was due to administrative and documentation errors, and one payment that could not be classified.

- 120 overpayments (83%) are authentication and medical necessity errors caused by a change in countable income or a change in un-reimbursed medical expenses. Increases in countable income may result in high-dollar overpayments when there are not enough medical expenses to reduce the countable income, or if the income itself has increased.
- 17 overpayments (12%) are verification errors caused by delayed notification of the beneficiary's death. Entitlements to benefits cease effective the first day of the month in which death occurs. These overpayments occur when a beneficiary dies too late in the month to stop the release of the payment for the month of death, or when VBA is not timely notified of the death of the beneficiary. While VBA has a death match program with SSA, it is a monthly match regarding prior benefit payments.

- 4 overpayments (3%) are verification errors due to dependency changes. VA beneficiaries may receive additional monetary allowances for eligible dependents. In some cases, VA is not notified timely of a change in the dependency status due to the death of or divorce from a dependent spouse, or a school-age child who is no longer attending school. First-party information received from a beneficiary indicating a change in dependency status will result in a change to their award. VA must provide due process when notified by a third-party before adjusting the beneficiary's benefits.
- 2 overpayments (1%) are verification errors due to retroactive adjustments for incarceration or fugitive felon status. Notification of incarceration is a function of agreements made with state and local law enforcement agencies. VA must provide due process when notified by law enforcement agencies of the beneficiary's incarceration or fugitive felon status.
- 1 overpayment (.5%) was an administrative and documentation error due to the month of death payment to the surviving spouse. The month of death payment is made to the spouse of record on the Veteran's award at the time of death. An overpayment occurs when the month of death payment is made more than once.
- 1 additional overpayment (.5%) was created; however, as there was insufficient evidence of record to determine how the overpayment was created, it cannot be classified as an administrative and documentation error, authentication and medical necessity error, or a Verification Error.

Total Pension Payments made this quarter: \$1,244,409,009.33

Total High-Dollar Overpayments identified in this quarter: \$56,194,454.83

Percentage of High-Dollar Overpayments to Pension: 4.52

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$107,912.00	Individual	Chicago	IL	Dependency Issue	Verification error	See Note 1 Below	In Collection Status	See Notes 2 to 7 Below
\$93,026.80	Individual	Titus	AL	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$67,255.13	Individual	Chicago	IL	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$57,634.87	Individual	Mac Arthur	WV	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$51,147.00	Individual	Memphis	TN	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$50,312.00	Individual	Gaffney	SC	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$49,706.00	Individual	Detroit	MI	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$45,646.00	Individual	Linden	AL	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$45,523.00	Individual	Longmont	CO	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$42,504.00	Individual	Charleston	SC	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$42,403.00	Individual	Vega Baja	PR	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$42,202.00	Individual	Omaha	NE	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$39,750.00	Individual	Florissant	MO	Income Change	Authentication and Medical Necessity Error		In Collection Status	

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$36,817.00	Individual	Midwest City	OK	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$36,817.00	Individual	Phoenix	AZ	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$35,748.00	Individual	Sidney	IL	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$35,013.00	Individual	Youngtown	AZ	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$34,550.80	Individual	Dallas	TX	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$34,364.00	Individual	Lincroft	NJ	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$34,209.00	Individual	Carrollton	TX	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$33,948.00	Individual	Montclair	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$32,316.00	Individual	Shreveport	LA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$31,437.00	Individual	Temple	TX	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$31,108.00	Individual	Carrollton	TX	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$30,972.00	Individual	Sabetha	KS	Dependency Issue	Verification error		In Collection Status	
\$30,863.00	Individual	Pasco	WA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$30,195.00	Individual	Lacey	WA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$28,514.00	Individual	Bowdon	GA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$27,520.00	Individual	Kennewaw	GA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$27,317.00	Individual	Rochester	WA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$25,858.00	Individual	Los Gatos	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$25,724.00	Individual	Henderson	NV	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$24,867.00	Individual	Streetsboro	OH	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$24,744.00	Individual	South Pasadena	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$24,744.00	Individual	Panorama City	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$24,722.00	Individual	Oklahoma City	OK	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$24,484.00	Individual	Toledo	WA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$24,420.00	Individual	Sun City	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$23,962.00	Individual	San Jose	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$23,650.00	Individual	Hannibal	MO	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$23,650.00	Individual	Tewksbury	MA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$23,650.00	Individual	Jacksonville	TX	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$23,489.00	Individual	Hornbeck	LA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$23,397.00	Individual	Riverview	FL	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$22,958.00	Individual	Zenda	KS	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$21,142.00	Individual	Stevenson	WA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$19,684.53	Individual	Tallassee	AL	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$19,676.00	Individual	Fort Worth	TX	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$19,580.00	Individual	Largo	FL	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$19,497.00	Individual	Fresno	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$19,489.00	Individual	Reno	NV	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$19,371.00	Individual	Carolina	PR	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$19,274.00	Individual	Lexington	KY	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$19,129.00	Individual	Tucson	AZ	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$19,075.00	Individual	Nashville	NC	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$18,663.00	Individual	Guthrie Center	IA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$18,375.00	Individual	Homestead	FL	Income Change	Authentication and Medical Necessity Error		In Collection Status	

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$17,482.40	Individual	Lexington	KY	Dependency Issue	Verification error		In Collection Status	
\$17,149.00	Individual	Alamosa	CO	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$17,110.00	Individual	Elk Grove	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$16,617.00	Individual	Massillon	OH	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$16,557.00	Individual	San Luis Potosi	Mexico	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$16,192.00	Individual	Easton	PA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$16,093.00	Individual	Riverside	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$15,677.00	Individual	Killeen	TX	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$15,479.00	Individual	Greenwood	SC	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$15,479.00	Individual	Iva	SC	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$15,202.00	Individual	Orange City	IA	Income Change	Authentication and Medical Necessity Error		Paid in Full	
\$14,898.00	Individual	Waverly	KY	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$14,898.00	Individual	Naperville	IL	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$14,860.00	Individual	Waco	TX	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$14,772.00	Individual	Fountain Inn	SC	Income Change	Authentication and Medical Necessity Error		Paid in Full	
\$14,747.00	Individual	North Port	FL	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$14,367.00	Individual	Freer	TX	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$14,322.00	Individual	Kansas City	MO	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$14,295.00	Individual	Key West	FL	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$14,272.00	Individual	Gig Harbor	WA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$13,842.00	Individual	Caldwell	OH	Income Change	Authentication and Medical Necessity Error		In Collection Status	

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$13,444.44	Individual	Yauco	PR	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$13,296.77	Individual	Palm Bay	FL	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$13,072.83	Individual	Watertown	WI	Incarcerated Beneficiary	Verification Error		In Collection Status	
\$13,070.00	Individual	Round Rock	TX	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$12,755.00	Individual	Baltimore	MD	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$12,748.00	Individual	Hingham	MA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$12,725.00	Individual	Muskegon	MI	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$12,715.00	Individual	Dallas	TX	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$12,645.00	Individual	LaGrange	GA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$12,405.00	Individual	Colquitt	GA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$12,159.00	Individual	Matthews	NC	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$12,034.00	Individual	Garfield	MN	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$11,985.00	Individual	Greenville	MS	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$11,972.00	Individual	Santa Ana	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$11,490.00	Individual	Concord TWP	OH	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$11,461.00	Individual	Amity	AR	Unknown	NA		In Collection Status	
\$11,238.00	Individual	Bakersfield	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$10,901.00	Individual	Stockton	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$10,852.00	Individual	Concord	NC	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$10,797.00	Individual	Reading	PA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$10,576.00	Individual	Sun City	AZ	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$10,377.00	Individual	Mesa	AZ	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$10,191.00	Individual	Halifax	NC	Income Change	Authentication and Medical Necessity Error		In Collection Status	



Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$9,828.00	Individual	Forsyth	GA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$9,555.00	Individual	Las Vegas	NV	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$9,317.00	Individual	Secretary	MD	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$9,075.00	Individual	Wilmington	DE	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$8,928.00	Individual	Charleston	SC	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$8,920.00	Individual	Rochester	IN	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$8,913.00	Individual	Miami	FL	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$8,904.00	Individual	Globe	AZ	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$8,771.00	Individual	Downingtown	PA	Death of Beneficiary	Verification error		In Collection Status	
\$8,515.00	Individual	Plano	TX	Death of Beneficiary	Verification error		In Collection Status	
\$8,244.00	Individual	Redondo Beach	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$7,988.00	Individual	Sarasota	FL	Death of Beneficiary	Verification error		In Collection Status	
\$7,902.00	Individual	Omaha	NE	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$7,824.00	Individual	Los Angeles	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$7,714.00	Individual	Bermus Point	NY	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$7,644.00	Individual	Wellsburg	WV	Income Change	Authentication and Medical Necessity Error		Paid in Full	
\$7,524.00	Individual	South Bend	IN	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$7,401.00	Individual	Rolla	MO	Death of Beneficiary	Verification error		In Collection Status	
\$7,147.00	Individual	Zwolle	LA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$6,846.00	Individual	Orinda	CA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$6,812.00	Individual	Summerville	SC	Death of Beneficiary	Verification error		In Collection Status	
\$6,779.50	Individual	Bakersfield	CA	Incarcerated Beneficiary	Verification error		In Collection Status	
\$6,650.00	Individual	Combine	TX	Income Change	Authentication and Medical Necessity Error		In Collection Status	

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$6,564.00	Individual	Saraland	AL	Death of Beneficiary	Verification error		In Collection Status	
\$6,564.00	Individual	Lutherville	MD	Death of Beneficiary	Verification error		Paid in Full	
\$6,564.00	Individual	Traverse City	MI	Death of Beneficiary	Verification error		Paid in Full	
\$6,435.00	Individual	Tatum	NM	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$6,383.00	Individual	Carolina	PR	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$6,133.00	Individual	Tulsa	OK	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$6,057.00	Individual	Lauderhill	FL	Death of Beneficiary	Verification error		In Collection Status	
\$5,768.00	Individual	Midland	MI	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$5,511.00	Individual	Westfield	MA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$5,489.00	Individual	Philadelphia	PA	Death of Beneficiary	Verification error		In Collection Status	
\$5,484.00	Individual	Philadelphia	PA	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$5,470.00	Individual	Richland	WA	Dependency Issue	Verification error		Paid in Full	
\$5,470.00	Individual	Green Springs	OH	Death of Beneficiary	Verification error		In Collection Status	
\$5,470.00	Individual	Tylertown	MS	Death of Beneficiary	Verification error		Paid in Full	
\$5,470.00	Individual	Bakersfield	CA	Death of Beneficiary	Verification error		Paid in Full	
\$5,470.00	Individual	Madison	MS	Death of Beneficiary	Verification error		In Collection Status	
\$5,200.00	Individual	Bessemer	AL	Death of Beneficiary	Verification error		In Collection Status	
\$5,171.00	Individual	Woodville	MS	Income Change	Authentication and Medical Necessity Error		In Collection Status	
\$5,138.00	Individual	Simi Valley	CA	Death of Beneficiary	Verification error		In Collection Status	
\$5,033.00	Individual	Valrico	FL	Death of Beneficiary	Verification error		In Collection Status	
\$1,889.00	Individual	Laurys Station	PA	Month of Death	Administrative and documentation error		In Collection Status	

**Notes:**

- Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.
- VBA workgroup – March 2012. The workgroup was implemented to formulate and implement strategy to reduce the amount of high-dollar overpayments.
- Develop specific guidance on pension benefit adjustments.
- Provide guidance under M21-1MR, Part I, Chapter 2.B.7.a, which requires field personnel to resolve claims involving due process when the associated controls mature.
- Continue to provide feedback to field employees, through PMC conference calls. VBA is establishing performance measures to address timeliness of processing maintenance workload.
- Share the findings from this review with the field, so they can implement local reviews and address local high-dollar overpayment issues.
- Include matching program training in the mandatory topics for the FY 2013 National Pension Training Curriculum.

#### 14. Education Program

VBA uses analytical procedures to improve the statistical validity of the high-dollar overpayment review. This procedure requires a review of a stratified random sample of the total number of overpayments. There were 22,466 Education overpayments identified in the 1st quarter of FY 2013.

A random sample of 251 overpayments was reviewed. The review revealed that 7.6% were Education high-dollar overpayments, and 92.4% were Education payments that did not meet the high-dollar overpayment criteria. Based on these results, we projected that 1,707 of 22,466 overpayments originally identified were high-dollar Education overpayments, and an estimate 20,759 were payments that did not meet the high-dollar overpayment criteria. These results are based on estimates at a 95% percent confidence level with a  $\pm 5$  percent interval.

Education Service identified 19 high-dollar Education overpayments; 6 were due to administrative and documentation errors, and 13 were due to verification errors.

- 6 overpayments (2.4%) were due to administrative and documentation errors where VA issued duplicate payments and/or had data input errors. This is similar to 3rd quarter of Fiscal Year 2012 where the most common VA errors were the same. Common errors identified are a result of human error.
- 13 overpayments (5.2%) were due to verification errors when the school(s) provided incorrect reporting of tuition and fees to VA.

Total Education Payments made this quarter was: \$3,410,644,278.02

Projected High-Dollar Overpayments for this quarter is: \$ 5,677,570.47

Percentage of High-Dollar Overpayments to Education payments is: 0 .17

Amount of Overpayment	Entity or Individual	City	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$4,791.29	Individual	Concord	NH	Data Input Errors	Administrative and Documentation Error	See Note 1 Below	In Collection Status	See Notes 2 to 3 Below
\$4,505.52	Entity	San Diego	CA	Data Input Errors	Administrative and Documentation Error		Paid in Full	
\$3,246.14	Individual	Horizon City	TX	Data Input Errors	Administrative and Documentation Error		In Collection Status	
\$2,598.00	Entity	East Haven	CT	Data Input Errors	Administrative and Documentation Error		In Collection Status	
\$2,239.92	Individual	Indianapolis	IN	Data Input Errors	Administrative and Documentation Error		In Collection Status	
\$2,163.00	Entity	Tulsa	Ok	Data Input Errors	Administrative and Documentation Error		In Collection Status	
\$7,730.00	Entity	Los Angeles	CA	Incorrect Reporting of Tuition by School	Verification Error		In Collection Status	
\$4,085.00	Entity	Van Nuys	CA	Incorrect Reporting of Tuition by School	Verification Error		In Collection Status	
\$4,062.33	Entity	Chicago	IL	Incorrect Reporting of Tuition by School	Verification Error		Paid in Full	
\$4,053.60	Individual	Murfreesboro	TN	Incorrect Reporting of Tuition by School	Verification Error		In Collection Status	
\$3,552.14	Individual	Piscataway	NJ	Incorrect Reporting of Tuition by School	Verification Error		In Collection Status	
\$3,444.00	Entity	Phoenix	AZ	Incorrect Reporting of Tuition by School	Verification Error		Paid in Full	
\$2,714.40	Individual	Seattle	WA	Incorrect Reporting of Tuition by School	Verification Error		In Collection Status	

	Individual	Orange	CA	Incorrect Reporting of Tuition by School	Verification Error	In Collection Status
\$2,655.68	Entity	Superior	WI	Incorrect Reporting of Tuition by School	Verification Error	Paid in Full
\$2,614.20	Entity	Murrieta	CA	Incorrect Reporting of Tuition by School	Verification Error	Paid in Full
\$2,333.00	Entity	Laie	HI	Incorrect Reporting of Tuition by School	Verification Error	Paid in Full
\$2,225.00	Entity	Amarillo	TX	Incorrect Reporting of Tuition by School	Verification Error	In Collection Status
\$1,755.00	Entity	Muskegon	MI	Incorrect Reporting of Tuition by School	Verification Error	In Collection Status

**Notes:**

- Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.
- To decrease the potential for human error, VA continues to take a two-step approach; (1), focus on training our employees; and (2) field improvements in electronic processing systems to aid in decreasing human errors. Each Regional Processing Office and the Central Office have established required training that employees must attend. Supervisory officials also monitor individual employee performance and provide additional training as necessary. Fielding improvements in electronic processing systems continues to be a challenge for VA due to the transition of LTS to sustainment and possible future statutory changes in the Post-9/11 GI Bill.
- VA published a nationwide School Certifying Official Handbook, which establishes common requirements and detailed instructions for School Certifying Officials to prepare and submit enrollment and attendance information to VA. In addition, recent statutory changes authorized State Approving Agencies to conduct school Compliance Surveys. This will increase VA presence on campuses and enable additional assessment of school official compliance and increase VA opportunities to provide focused training for school officials.

**15. VR&E**

VBA uses analytical procedures to improve the statistical validity of the high-dollar overpayment review. This procedure requires a review of a stratified random sample of the total number of overpayments. There were 64 records for VR&E Service overpayments identified in the first quarter of FY 2013.

A random sample of 64 overpayments was reviewed. The review revealed that 3 (4.69%) were VR&E high-dollar overpayments, and 61 (95.31%) were VR&E payments that did not meet the high-dollar overpayment criteria.

VR&E Service identified 3 high-dollar compensation overpayments and these overpayments were caused by administrative and documentation errors.

- 1 overpayment (33.33%) was an administrative and documentation error as a result of the school not providing an updated certification. When a school provides a school certification with information that is incorrect or not updated in regards to the number of credits a Veteran is enrolled in for a particular semester. This causes their subsistence allowance to be processed at a certain amount and then has to be adjusted based on the Veteran's actual number of credits they are pursuing. An overpayment is created because the Veteran is only entitled to receive subsistence allowance based on number of credits being pursued. This also occurs when a Veteran drops a class during add/drop period but the school does not provide the certification until after add/drop period closes.
- 1 overpayment (33.33 %) was an administrative and documentation error as a result of VR&E. A Vocational Rehabilitation Counselor (VRC) is in charge of processing an award based on credits being pursued and number of dependents for a particular Veteran. These instances were mainly due to the following:
  - Errors in processing the BAH rate. Staff training has been initiated within the stations where these errors occurred.
  - A file review resulted in a new training rate being authorized. Staff in these offices has been re-trained on rates of pursuit. Subsistence allowance award was processed at a higher rate of pursuit and did not match certification from the school.
  - An error in processing dependent information such that the retroactive payment exceeded the one year limit. Appropriate regulations have been reviewed
- 1 overpayment (33.33%) was an administrative and documentation error as a result of the Veteran changing enrollment status and failing to timely inform VR&E. These payments were properly made at the time they were disbursed but because the Veteran did not notify their Vocational Rehabilitation Counselor of any changes, by the time change was known and proper documentation was obtained from the school, an overpayment was created.

Total VR&E Payments made this quarter was: \$230,541,706.71  
 Projected High-Dollar Overpayments for this quarter is: \$22,657.97  
 Percentage of High-Dollar Overpayments to VR&E payments is: 0.009

Amount of Overpayment	Entity or Individual	City/ County	State	Cause of Overpayments	OMB Error Type	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
5,697.48	Individual	Oakdale	LA	Veteran changing enrollment status and failing to timely inform VR&E	Administrative and Documentation Error	See Note 1 Below	Collected in Full	See Notes 2 to 4 Below
6,054.52	Individual	Vian	OK	Error in processing transaction	Verification		Collection in progress	
10,895.97	Individual	Columbia	SC	Incorrect school certification	Administrative and Documentation Error		Collection terminated	

**Notes:**

1. Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.
2. VR&E will encourage schools to submit 1999bs more timely. VR&E holds monthly hotline calls with the field and during the next scheduled call all stations will be reminded to speak with the certifying officials they work with and make sure that VA-ONCE is used. VA-ONCE is an enhanced alternative for submitting VA Forms 22-1999, 22-1999b, and 22-6553c. It is a completely Internet based application. VR&E will continue to remind the field during the hotline calls to speak with the certifying officials at the school and maintain an open communication.
3. VR&E provides ongoing training to the VRCs in the field and with the new Training and Performance Support System (TPSS). The purpose of the VRC Foundational TPSS is to provide a comprehensive and consistent method of training new VRCs and to lay a foundation of fundamental knowledge for VRCs throughout VR&E. The VRC Foundational TPSS provides detailed instruction concerning the tasks that VRCs must perform, an overview of VR&E services, and the VRC's role in providing these services.
4. VR&E continues to provide information to Veterans on any changes made in regards to their benefits and subsistence allowance. VRCs continue to encourage open communication and remind Veterans in the program to provide constant updates in regards to their training and contact their case manager to receive support and assistance.

**NCA**

**Burial Services:**

During the first quarter of FY 2013, NCA identified one high-dollar overpayment totaling \$31,927.83. The high-dollar over payment consisted solely of a single payment from the Burial Services program and it is an administrative and documentation error.

- 1 overpayment (50%) was an administrative and documentation error as a result of paying the wrong vendor.

Amount of Overpayment	Entity or Individual	City/ County	State	Cause of Overpayments	Type	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans To Prevent Reoccurrence
31,927.83	Entity	Richmond	VA	Wrong vendor pay	Administrative and Documentation Error	Recoupment	Collected in Full	